



06 August 2022

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

for individual consultants and individual consultants assigned by consulting firms/institutions

Country:	Viet Nam
Description of the assignment:	03 National Consultants to develop the National Guidelines for grassroots telehealth implementation using the software “Doctor for everyone”
Period of assignment/services (if applicable):	August 2022 – February 2023 with possible extension up to 31 December 2023 based on: (i) requirement, (ii) fund availability and (iii) satisfactory performance
Duty Station:	Home-based and Hanoi
Tender reference:	T220706

1. Submissions should be sent by **email** to: luu.thi.trang@undp.org no later than:

23.59 hrs., 14 August 2022 (Hanoi time)

With subject line:

T220706A – 01 Team leader to develop the National Guidelines for grassroots telehealth implementation using the software “Doctor for everyone” (NC1)

T220706B – 02 Team members to develop the National Guidelines for grassroots telehealth implementation using the software “Doctor for everyone” (NC2 and NC3)

Submission received after that date or submission not in conformity with the requirements specified in this document will not be considered.

Note:

- Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with UNDP.
- Maximum size per email is **30 MB**.

- Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.
- After submitting proposal, bidder should send notification by email (without attachment) to: procurement.vn@undp.org informing that the bidder has submitted proposal. UNDP will not be responsible for the missing of proposal if the bidder does not send notification email to above address.
- Female consultants are encouraged to bid for this required service. Preference will be given to equally technically qualified female consultants.

2. Please find attached the relevant documents:

- [Term of References](#).....
(Annex I)
- [Individual Contract](#) & [General Conditions](#).....
(Annex II)
- [Reimbursable Loan Agreement](#) (for a consultant assigned by a firm).....
(Annex III)
- [Letter to UNDP Confirming Interest and Availability](#)
(Annex IV)
- [Financial Proposal](#)
(Annex V)

3. Interested individual consultants must submit the following documents/information (in English, PDF Format) to demonstrate their qualifications:

a. Technical component:

- Signed Curriculum vitae
- Signed Letter to UNDP Confirming Interest and Availability
- 02 sample reports /documents (one in English and one in Vietnamese) to be submitted

b. Financial proposal (with your signature):

- The financial proposal shall specify a total lump sum amount in **VND for national consultant and US dollar for International Consultant** including consultancy fees and all associated costs i.e. airfares, travel cost, meal, accommodation, tax, insurance etc. – see format of financial offer in Annex V.
- Please note that the cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.
- If quoted in other currency, prices shall be converted to the above currency at UN Exchange Rate at the submission deadline.

4. Evaluation

The technical component will be evaluated using the following criteria:

National Consultant 1 – team leader

No.	Requirement	Points
1	Holder of Master's Degree in Medicine, Public Health or health related areas PhD's Degree is preferable	150 50
2	At least 10 years of experience working in the health programs for the Master's Degree or at least 05 years of experience for the PhD's Degree;	200
3	Experience in developing national level health policy/guidance	300
4	Familiar with Ministry of Health policy making process	200
5	Fluence in written Vietnamese and English with two sample reports/documents submitted one in English and one in Vietnamese	100
Total		1,000

National Consultant 2 and 3 – team members

No.	Requirement	Points
1	Holder of Bachelor's Degree in Medicine, Public Health or health related areas Master's Degree is preferable	150 50
2	At least 07 years of experience working in the health programs for the Bachelor's Degree or at least 05 years of experience for the Master's Degree;	200
3	Experience in developing national level health policy/guidance	300
4	Familiar with Ministry of Health policy making process	200
5	Fluence in written Vietnamese and English with two sample reports/documents submitted one in English and one in Vietnamese	100
Total		1,000

A two-stage procedure is utilized in evaluating the submissions, with evaluation of the technical components being completed prior to any price proposals being opened and compared.

The price proposal will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 1000 points in the evaluation of the technical component. The technical component is evaluated on the basis of its responsiveness to the Term of Reference (TOR). Maximum 1000 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial

offers. i.e. $Sf = 1000 \times Fm / F$, in which Sf is the financial score, Fm is the lowest price and F the price of the submission under consideration.

The weight of technical points is 70% and financial points is 30%.

Submission obtaining the highest weighted points (technical points + financial points) will be selected subject to positive reference checks on the consultant's past performance.

5. Contract

"Lump-sum" Individual Contract will be applied for freelance consultant (Annex II)

"Lump-sum" RLA will be applied for consultant assigned by firm/institution/organization (Annex III)

Documents required before contract signing:

- International consultant whose work involves travel is required to complete the courses on BSAFE which is the new online security awareness training and submit certificate to UNDP before contract issuance.
- Note: In order to access the courses, please go to the following link:
<https://training.dss.un.org>
The training course takes around 3-4 hours to complete.
- Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel. (This is not a requirement for RLA contracts).
- Release letter in case the selected consultant is government official.

6. Payment

UNDP shall effect payments to the consultant (by bank transfer to the consultant's bank account provided in the vendor form upon acceptance by UNDP of the deliverables specified the TOR.

Payments are based upon outputs, i.e. upon delivery of the products specified in the TOR.

If two currencies exist, UNDP exchange rate will be applied at the day UNDP instructs the bank to effect to the payment.

7. Your proposals are received on the basis that you fully understand and accept these terms and conditions.



TERMS OF REFERENCE

THREE NATIONAL INDIVIDUAL CONSULTANTS

REF#: T220706

Name of service:	A team of three National Consultants (NCs) to develop the National Guidelines for grassroots telehealth implementation using the software “Doctor for everyone”		
Project:	Japan Supplementary Budget (JSB) support for COVID-19 Response for Strengthening Vaccine Access and Health System Capacity Support to Digital Transformation of Public Administration and Health Services for Building Forward Better from COVID-19 in Viet Nam		
Reporting to:	Programme Analyst on Climate – Health nexus, UNDP in Viet Nam		
Duty Station:	Home based	Travel Required:	Yes
Duration of Assignment:	Approximately 120 working-days, in which include for each NC as below: Team leader – NC1: 20 days Team members – NC2 and NC3: 50 working-days for each member x 02 members (total 100 days)		
Start Date:	15/08/2022	End Date:	28/02/2023

I. BACKGROUND & PROJECT DESCRIPTION

In the context of the COVID-19 pandemic and the long-term climate crisis, urgent efforts are needed for a green recovery that builds forward better to support a significant shift to reduced emissions in key sectors to maintain and strengthen Nationally Determined Contribution (NDC) and sustainable development goals achievements.

In line with the Government’s commitment and strategy to 2025 and the Ministry of Health’s plan for digitalization of the health sector and applying the grassroots digital telehealth solution which was developed and piloted under the Covid-19 JSB in 2020-2021, and the expansion to 03 remote and mountainous provinces in the North of Viet Nam under the UNDP RFF in 2021-2022, the project will support scaling up of the grassroots telehealth solution to five new provinces. It is proposed to expand the telemedicine solution to Thua Thien-Hue, Quang Ngai, Binh Dinh, Ca Mau and Dak Lak provinces, based on UNDP’s existing relationships with provincial authorities and in order to provide an opportunity for expansion and testing of the performance of the telemedicine system under different conditions within Viet Nam, including remote coastal areas and islands, mountainous and ethnic minority areas in the central highlands, and the Mekong Delta in southern Viet Nam.

The project will support the provision of necessary IT equipment, training, and follow-up technical assistance for provincial, district and commune health facilities and personnel. The project will support progress towards universal health coverage for ethnic minorities, people

with disabilities, poor and vulnerable households, including access to medical services during the pandemic while reducing the risk of disease transmission and ensuring no one is left behind in accessing digital health services. This solution will also help to build capacities for healthcare workers at the grassroots level through professional and technical consultation meetings, regular meetings between staff at commune health stations and professionals at higher health facilities.

At the central level, the project will support related departments and agencies of Ministry of Health to develop the legal documents for the nationwide application and as the foundation for relevant telehealth services to be covered by the health insurance at the grassroots level later.

II. OBJECTIVES

The objective of this assignment is to recruit a team of three National Consultants to work with relevant agencies at Ministry of Health to develop National Guidelines on the grassroots telehealth implementation at the grassroots health facilities using the software “Bac si cho moi nha” in Viet Nam.

III. SCOPE OF WORK

The successful team of national consultants will be expected to support Viet Nam Administration of Medical Services/Ministry of Health (VAMS/MOH), Electronic Health Administration/Ministry of Health (EHA/MOH) and the relevant agencies to carry out following tasks:

Task 1: Formulate and maintain functioning of a technical working group (TWG) to develop National Guidelines for telehealth implementation using the software “Bac si cho moi nha” at grassroots telehealth facilities

Consultant 1 will act as the team leader who ensure effective team function:

- Develop team workplan in consultation with VAMS, EHA and UNDP;
- Proactively coordinate with VAMS/MOH, EHA/MOH, UNDP and team members to schedule team monthly meeting;
- Follow up with team members to get their inputs and combine into a comprehensive and coherence drafts for team review and get their feedback for each team meeting;
- Share team meeting minutes with UNDP;
- Prepare final document for MOH’s approval and promulgation nationwide.

Consultants 2 and 3 will act as team members

- Attend team meetings and review draft versions of the grassroots telehealth guidelines;
- Work under the team leader’s guidance to develop and update the draft versions of the guidelines;
- Work with the team leader to finalize the guidelines ready for submission to MOH for approval and promulgation;
- Support team leader in preparation meeting minutes as assigned.

Task 2: Develop grassroots telehealth technical guidelines for Ministry of Health’s approval and promulgation

- The outline of the guidelines and responsible parts of the guidelines assigned to relevant TWG members;

- A complete draft of guidelines to circulate for relevant stakeholders' consultations/comments;
- A final guidelines submitted to Ministry of Health for approval and promulgation.

Consultant 1 will act as team leader:

- Ensure inputs collected from all members to create coherence drafts for team's review before each meeting;
Ensure the quality of the draft and the final versions of the guidelines ready for submission to MOH for approval and promulgation;
- Coordinate with the review committee to facilitate the process of review, comments and clearance which is ready for submission to MOH;
- Liaison with MOH for final approval.

Consultants 2 and 3 will play the key role of developing the grassroots telehealth guidelines:

- The National Consultant 2 is responsible for development of the regulations/SOPs/guidance related to management aspects
- The National Consultant 3 is responsible for development of the regulations/SOPs/technical guidance related to the examination and treatment aspects of telehealth;
- Provide inputs to improved draft versions and share with team leader timely, according to the team's plan;
- Support the team leader in finalization of the guidelines for submission.

Task 3: Facilitate and introduce the grassroots telehealth guidelines at the how long? dissemination workshop in Ha noi

Consultants 1, 2, and 3 will prepare the presentations, facilitate and introduce the grassroots telehealth guidelines at the dissemination workshop.

IV. DELIVERABLES & IMPLEMENTATION TIMELINE

No.	Deliverables	Estimated days to complete	Target due date
1	A final coherent guidelines on the grassroots telehealth implementation using the software “Bac si cho moi nha” approved and promulgated by MOH		30/12/2022
	National Consultant 1	18	
	National Consultant 2	45	
	National Consultant 3	45	
2	PPT Presentations and Report of facilitating and introduction of the guidelines at the dissemination workshop (NC1, 2, 3 – each member)		30/01/2023
	National Consultant 1	02	
	National Consultant 2	05	
	National Consultant 3	05	

V. DURATION OF ASSIGNMENT, DUTY STATION & EXPECTED PLACES OF TRAVEL

Estimated number of working days: 120 working days from 15/08/2022 to 28/02/2023

With possible extension up to 31 December 2023 based on: (i) requirement, (ii) fund availability and (iii) satisfactory performance.

Duty station: Home based

Expected places of travel: travel cost related to *dissemination workshop* if required will be paid separately based on UN-EU cost norms.

VI. PROVISION OF MONITORING & PROGRESS CONTROL

The National Consultants will work in close consultation with UNDP Climate-Health Programme Analyst and relevant colleagues to complete the tasks as stated in the section III above.

Upon the due dates as stated in the section IV, the consultant team needs to submit the qualified deliverables/reports to UNDP Climate-Health Programme Analyst for approval and payment proceeding.

VII. ADMINISTRATIVE SUPPORT & REFERENCE DOCUMENTS

Administrative Support

N/A

Reference Documents

Project documents and other relevant documents will be shared once the National Consultants are accepted.

VIII. DEGREE OF EXPERTISE & QUALIFICATIONS

National Consultant 1 – Team leader

Qualifications	<ul style="list-style-type: none">• Possesses the Master' Degree in Medicine, Public Health, Health informatics or health related areas;• PhD's Degree is preferable.
Relevant Professional Experience	<ul style="list-style-type: none">• At least 10 years of experience working in the health programs for the Master's Degree or at least 05 years of experience for the PhD's Degree;• Experience in development of public health policy;• Familiar with MOH policy development process
Other Competencies	<ul style="list-style-type: none">• Experience in grassroots level health care is an advantage;
Language Requirements	<ul style="list-style-type: none">• Fluence in written Vietnamese and English (two sample reports/ documents in both English and Vietnamese will be submitted for review).

National Consultant 2 and 3 – team member

Qualifications	<ul style="list-style-type: none">• Possesses the Bachelor' Degree in Medicine, Public Health, Health informatics or health related areas;• Master's Degree is preferable.
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Relevant Professional Experience	<ul style="list-style-type: none"> At least 07 years of experience working in the health programs for the Bachelor's Degree or at least 05 years of experience for the Master's Degree; Experience in development of public health policy; Familiar with MOH policy development process
Other Competencies	<ul style="list-style-type: none"> Experience in grassroots level health care is an advantage;
Language Requirements	<ul style="list-style-type: none"> Fluence in written Vietnamese and English (two sample reports/ documents in both English and Vietnamese will be submitted for review).

IX. PAYMENT TERMS

All the documents related to deliverables need to be in both English and Vietnamese.

No.	Deliverables as indicated in Section IV	Due Date	Payment Amount
1	A full package of all deliverables as indicated in the Section IV	28/02/2023	100%

X. CONSULTANT PRESENCE REQUIRED ON DUTY STATION

☒ NONE ☐ PARTIAL ☐ INTERMITTENT ☐ FULL-TIME

XI. EVALUATION CRITERIA

National Consultant 1 – team leader

No.	Requirement	Points
1	Holder of Master's Degree in Medicine, Public Health or health related areas PhD's Degree is preferable	150 50
2	At least 10 years of experience working in the health programs for the Master's Degree or at least 05 years of experience for the PhD's Degree;	200
3	Experience in developing national level health policy/guidance	300
4	Familiar with Ministry of Health policy making process	200
5	Fluence in written Vietnamese and English with two sample reports/documents submitted one in English and one in Vietnamese	100
	Total	1,000

National Consultant 2 and 3 – team members

No.	Requirement	Points
1	Holder of Bachelor's Degree in Medicine, Public Health or health related areas Master's Degree is preferable	150 50

2	At least 07 years of experience working in the health programs for the Bachelor's Degree or at least 05 years of experience for the Master's Degree;	200
3	Experience in developing national level health policy/guidance	300
4	Familiar with Ministry of Health policy making process	200
5	Fluence in written Vietnamese and English with two sample reports/documents submitted one in English and one in Vietnamese	100
	Total	1,000

Criteria for Evaluation of Proposal

Offers will be evaluated according to the Combined Scoring method – where the educational background and experience on similar assignments will be weighted at 70% and the financial proposal will weigh at 30% of the total scoring.

The applicant receiving the Highest Combined Score and meeting other requirements in the Procurement Notice will be awarded the contract.

Documents for Submission

Applicants will be expected to include the following along with their application:

B. Core Documents

1. **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
2. **Current and complete CV** in English;
3. 02 similar **sample reports or documents (one in English and one in Vietnamese)**;
4. **Financial offer** using the standard UNDP template.

ANNEX IV

OFFEROR'S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT

Date _____

(Name of Resident Representative/Bureau Director)
United Nations Development Programme
(Specify complete office address)

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of [*indicate title of assignment*] under the [*state project title*];
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex 3 [*delete this item if the TOR does not require submission of this document*];
- E) I hereby propose to complete the services based on the following payment rate: [*please check the box corresponding to the preferred option*]:
 - ☐ An all-inclusive daily fee of [*state amount in words and in numbers indicating currency*]
 - ☐ A total lump sum of [*state amount in words and in numbers, indicating exact currency*], payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex V;
- G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- H) This offer shall remain valid for a total period of _____ days [*minimum of 90 days*] after the submission deadline;

I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office *[disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists];*

J) If I am selected for this assignment, I shall *[please check the appropriate box]:*

- ☐ Sign an Individual Contract with UNDP;
- ☐ Request my employer *[state name of company/organization/institution]* to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:

K) I hereby confirm that *[check all that applies]:*

- ☐ At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;
- ☐ I am currently engaged with UNDP and/or other entities for the following work:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

- ☐ I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal:

Assignment	Contract Type	Name of Institution/ Company	Contract Duration	Contract Amount

L) I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

M) **If you are a former staff member of the United Nations recently separated, please add this section to your letter:** I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.

N) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

- O) Are any of your relatives employed by UNDP, any other UN organization or any other public international organization?

YES ☐ NO ☐ If the answer is "yes", give the following information:

Name	Relationship	Name of International Organization

- P) Do you have any objections to our making enquiries of your present employer?

YES ☐ NO ☐

- Q) Are you now, or have you ever been a permanent civil servant in your government's employ?

YES ☐ NO ☐ If answer is "yes", WHEN?

- R) REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.

Full Name	Full Address	Business or Occupation

- S) Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

YES ☐ NO ☐ If "yes", give full particulars of each case in an attached statement.

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization may result in the termination of the service contract or special services agreement without notice.

DATE: _____

SIGNATURE: _____

NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.

Annexes *[please check all that applies]:*

- ☐ CV shall include Education/Qualification, Professional Certification, Employment Records /Experience
- ☐ Breakdown of Costs Supporting the Final All-Inclusive Price as per Template

GUIDELINES FOR CV PREPARATION

WE REQUEST THAT YOU USE THE FOLLOWING CHECKLIST WHEN PREPARING Your CV:

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

Sex, Date of Birth, Nationality, Other Citizenship, Marital Status

Company associated with (if applicable, include company name, contact person and phone number)

SUMMARY OF EXPERTISE

Field(s) of expertise (be as specific as possible)

Particular development competencies-thematic (e.g. Women in Development, NGOs, Privatization, Sustainable Development) or technical (e.g. project design/evaluation)

Credentials/education/training, relevant to the expertise

LANGUAGES

Mother Tongue:

Indicate written and verbal proficiency of your English:

SUMMARY OF RELEVANT WORK EXPERIENCE

Provide an overview of work history in reverse chronological order. Provide dates, your function/title, the area of work and the major accomplishments include honorarium/salary.

References (name and contact email address) must be provided for each assignment undertaken by the consultant that UNDP may contact.

UN SYSTEM EXPERIENCE

If applicable, provide details of work done for the UN System including WB. Provide names and email address of UN staff who were your main contacts. Include honorarium/salary.

UNIVERSITY DEGREES

List the degree(s) and major area of study. Indicate the date (in reverse chronological order) and the name of the institution where the degree was obtained.

PUBLICATIONS

Provide total number of Publications and list the titles of 5 major publications (if any)

MISCELLANEOUS

Indicate the minimum and maximum time you would be available for consultancies and any other factors, including impediments or restrictions that should be taken into account in connection with your work with this assignment.

Annex V

FINANCIAL OFFER

Having examined the Solicitation Documents, I, the undersigned, offer to provide all the services in the TOR for the sum of (VND for National Consultant and USD for International Consultant).

This is a lump sum offer covering all associated costs for the required service (fee, meal, accommodation, travel, taxes etc).

No.	Description	Quantity	Unit Rate	Total
1	Consultancy fee			
2	Out of pocket expenses			
2.1	Travel			
2.2	Per diem			
2.3	Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel – (required before issuing contract). *			
2.4	Others (pls. specify).....			
2.5	VAT** if applicable for local firm (in case your company signs the contract)			
	Total			

* Individual Consultants/Contractors who are over 65 years of age with assignments that require travel and are required, **at their own cost**, to undergo a full medical examination including x-rays and obtaining medical clearance from **an UN-approved doctor** prior to taking up their assignment.

** Individual Consultants/Contractors who request their employer to sign a Reimbursable Loan Agreement (RLA) with UNDP for their behalves are reminded to add the Value Added Tax into the total lump sum of the Financial Offer if applicable.

I undertake, if my proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

I agree to abide by this proposal for a period of 120 days from the submission deadline of the proposals.

Dated this day /month of year

Signature

(The costs should only cover the requirements identified in the Terms of Reference (TOR)
Travel expenses are not required if the consultant will be working from home).